

Note of Brunswick Park Medical Practice PPG meeting on 22/10/19

Present: Ed Poole, Elliot Finer (chair), Nick Nicholau, Linda Jackson, Janice Hembrow, Hilary George, Peter White, Talat Sheikh, Kausar Sheikh

Apologies: Seher Kayikci, Larissa Barlow

Minutes: Ed Poole

Action points from last meeting:

Ed to provide phone numbers to allow patients to chase referrals not going to RMS (e.g. podiatry and physio) - the number is already on some of the referral forms, and the CCG are producing a guide for the whole borough which should contain this information. **Action:** Ed will ask when we can expect it.

News from practice:

RS back from maternity leave

LG and RC are due to go on maternity leave in the next few months

Dr Yoganayagam has left the practice.

Dr Mohammed Kabir is retraining to be a GP for six months here at the practice after being out of general practice for some years.

As part of the Primary Care network Directed Enhanced Service we have a Pharmacist, Cloe Mulvihill, and Social Prescriber, Claire O'Callaghan, working across all the practices in the network. We also have a new pharmacist as part of the Barnet Pharmacist scheme, Nilesh Kerai. **Action:** Invite Claire to the PPG. **Action:** Add a page on the website about the PCN and the new roles as well as more information about what nurses can do and their different roles.

ME (from a sister practice) is no longer helping with managerial duties - they have been assumed by EP.

The practice has a new phone system. There is now call recording, call waiting, caller identification and much more call data available to the practice. These features will make it easier for the practice to plan staffing to handle the work load and save time.

Patient issues:

One of the group described having waited at reception with no staff on the front desk, as a queue built up while the receptionist was talking at the back with a colleague. When the receptionist returned she offered no apology or explanation to the waiting patients.

There was some conversation about disclosing private information to receptionists and if refusing to do so would that decrease your chance of getting an appointment. EP explained that it doesn't reduce your chance of getting an appointment. The purpose is to make sure you are seen by the most appropriate member of the team as quickly as possible.

The group also discussed the fact that the entire team at the practice has access to patient records and needs to have it for a number of different areas of their role.

Next meeting dates

Tuesday 14th Apr 7PM

Tuesday 14th July 7PM

Tuesday 13th Oct 7PM